

EMERGENCY TELEPHONE SERVICE COMMITTEE
Dispatcher Training Subcommittee
Clinton County Courthouse
100 E. State Street
St Johns, Michigan 48879
Tuesday March 6, 2007
9:00 a.m.

MINUTES

CALL TO ORDER

Chairman Moorman called the meeting to order at 9:06 a.m.

ROLL CALL

MEMBERS:

Mike Moorman
David Ackley
Karen Chadwick (conference bridge)
William Charon
Andrew Goldberger (conference bridge)
Vic Martin (conference bridge)
Charlie Nystrom
Christina Russell
Christine Schultz
Stephen Todd
Joseph VanOosterhout (conference bridge)

Harriet Miller-Brown
Janet Hengesbach

REPRESENTING:

Michigan State Police Troopers Association
Genesee County Central Dispatch
Ingham County Central Dispatch
Ionia County Central Dispatch
St. Joseph County Central Dispatch
Lapeer County Central Dispatch
Barry County Central Dispatch
Oakland County Sheriff's Office
Isabella County Central Dispatch
City of Flint 911
Marquette County Central Dispatch

Michigan State Police (non-voting)
Michigan State Police (non-voting)

ABSENT:

John Bawol (w/notice)
James Fyvie (w/notice)
Dale Gribler (with notice)
Patrick Hutting (w/notice)
Evah Cole
Bruce Pollock (with notice)
Dale Rothenberger (with notice)

Roscommon County Central Dispatch
Clinton County Central Dispatch
VanBuren County Central Dispatch
MCOLES (non-voting)
Michigan Department of Treasury (non-voting)
Livingston County Central Dispatch
MCOLES (non-voting)

Also present at this meeting were members of the Dispatcher Training Standards Workgroup:

Ms. Mimi Yenshaw
Ms. Sue Cummings
Mr. Phil Nowacki

Livingston County Central Dispatch
Michigan State Police
Pittsfield Township Department of Public Safety

APPROVAL OF MINUTES FROM FEBRUARY 15, 2007

There was an addition to the minutes regarding the packet received from Grand Traverse Central Dispatch. The packet was reviewed by the subcommittee on February 15, 2007. At that time the FTE count was reduced as 2 dispatchers were hired in 2007. As the State 9-1-1 office was preparing to advise Grand Traverse of this change, they recalculated the FTE count, found an error in the math, this error resulted in only one reduction of FTE's for a total of 15.

Todd made a **MOTION** to accept the minutes of February 15, 2007 as amended, **Nystrom** supported. The **MOTION** carries by voice vote.

Mr. VanOosterhout requested it be noted regarding the topic of CPDP that it was the consensus of the Training Subcommittee to not be involved in the development of CPDP, only approve training if requested. The subcommittee felt the CPDP development could be best handled through MCDA.

PSAP APPEAL HEARINGS – Denial of 2007 Dispatcher Training Funds

- Saginaw County Central Dispatch – represented by Mr. Barry Nelson

Issue: Denial due to no spend down of 2004 monies.

Saginaw County Central Dispatch officials were notified by the State 9-1-1 office that they did not spend down their 2004 training monies. Mr. Nelson noted that all monies from the state are directed to Saginaw County and that it is difficult for them to monitor monies received. They have been working with their auditors and county officials to correct this issue. Following discussions and inquiries, the subcommittee voted to uphold the original denial of 2007 dispatcher training funds.

- Taylor Police Department - represented by Lt. Scott Schindler and Cpl. Dale Chapman

Issue: Denial due to ineligible employees

Taylor Police Department officials were notified by the State 9-1-1 office that they did not qualify for 2007 training monies. The ETSC-101W submitted indicated employees as Cadet/Call Takers. Lt. Schindler noted that answering 9-1-1 calls is their primary responsibility but since they are housed in a jail, they are also responsible for intaking and processing prisoners and other tasks. **Nystrom** made a **MOTION** to award 6 FTE's to Taylor Police Department, **Ackley** supported. Following discussion and inquiries from subcommittee members, the **MOTION** carries by voice vote with one opposition. Since the Taylor Police Department's

FTE's numbers have been adjusted – the subcommittee voted to set aside its original denial of 2007 dispatcher training funds. Lt. Schindler noted the Taylor Police Department will not appeal this decision to the ETSC.

NEW BUSINESS

- Recommendation for Minimum Telecommunicator Training Standards in the State of Michigan (white paper)

There was extensive discussion regarding the Recommendation for Newly Hired Telecommunicators section. The recommendation in the document is for two 40-hour training modules within a 6-month period with a minimum of 24 hours of continuing education every 24 months. After widespread discussion, several issues were raised that identified further research that will need to be done by the workgroup. Samplings of these issues are:

1. The timeframes outlined appear to be too expensive, constrictive, and extensive.
2. Directors should have the flexibility to make the decision whether the newly hired telecommunicator should be sent to training and when.
3. A recommendation was made for one 40-hour training module within 12 months of hire and a second 40-hours of training within 18 months of hire.
4. If an internal CTO program is established at a center, dispatchers could be exempt from some of suggested courses.
5. Members believe the content of the 1st module is good – perhaps based it on APCO standards.
6. Upper Peninsula directors are meeting April 2, 2007. Joe VanOosterhout asked if the U.P. directors could provide their respective input and feedback after their meeting on that date. Chairman Moorman agreed to this request.

The subcommittee thanked the workgroup members for their hard work and many hours of dedication for the work and research that been put into this document so far.

Following discussions, Chair Moorman suggested members send their changes/comments to him by April 1, 2007. The workgroup will re-convene and evaluate feedback at that time for incorporation into a revision of the draft.

CALL TO THE PUBLIC

None

ADJOURN

The meeting was adjourned at 11:44 a.m.